

## MEMORANDUM

TO: Chairman Pat Miller  
Director Debi Tate  
Director Sara Kyle  
Director Ron Jones

FROM: Eddie Roberson, Jr.  
Chief, Consumer Services Division

DATE: March 18, 2005

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-FEBRUARY<sup>1</sup>

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Regulated utility complaints received and investigated in February	136
Non-regulated complaints received and investigated in February:	
3	
Number of follow-up investigations made in February:	305
Year-to-date regulated utility complaint total:	
303	
Number of Telemarketing complaints investigated in February:	
29	
Year-to-date Telemarketing complaints	75
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,604,503
Number of active telemarketing solicitors:	581
Number of Do Not Fax complaints investigated in February:	54
Year-to-date total of Do Not Fax complaints	
155	
Year-to-date total TDAP devices ordered:	275
Number of calls to MCI Relay Center Intrastate: 43,677	Interstate: 6,841
50,518	

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<sup>1</sup> Data in this report February change as information is updated.

**Regulated Table**

(Number of Regulated complaints received in February 2005)

**Telephone Company's**

1. BellSouth	38
2. CenturyTel	2
3. Frontier/Citizens	1
4. Millington	2
5. Sprint United	8
6. TDS	1
7. West Tennessee	1

**CLECS**

1. AT&T Business	3
2. AT&T Slam	1
3. MCI	4
4. Momentulm	1
5. XO	2

**Long Distance Companies**

1. AT&T Business	2
2. AT&T Residential	12
3. AT&T Slam	1
4. Sprint Long Distance	8

**Non Regulated Complaints**

1. BellSouth	2
2. Opticom	1

**Gas, Water & Electric**

1. Atlanta Gas	1
2. Atmos Energy	24
3. NGC	5
4. Tennessee American Water	1

**Resellers**

1. Access Integrated Networks	1
2. Broadwing	1
3. Cinergy	2
4. Evercom	2
5. Global Tel	2
6. IDT	1
7. Nationwide Connections	1
8. NCIC	1
9. Network Telephone	1
10. Qwest	1
11. Talk.America	1
12. Talk.com	1
13. Telliss	1
14. Vartec	1

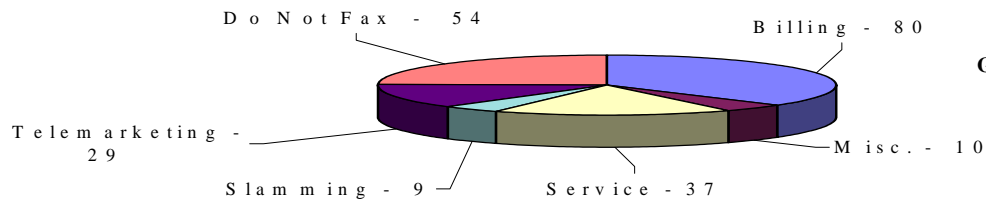
**Regulated Complaints for NR Companies**

1. Local Area Yellow Pages	1
2. MSM.B2B	1
3. Sprint PCS	1
4. USA Voicemail	1
5. Vonage	1
6. Websource	1
7. Webxites	1

**Billing Agents**

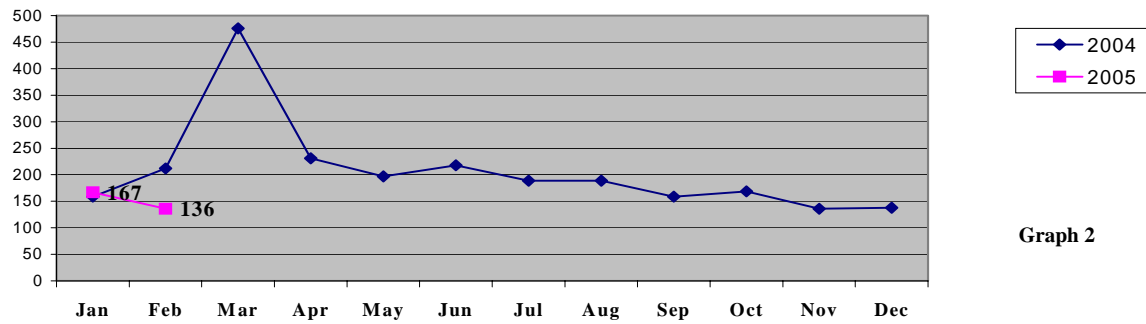
1. Enhanced Services Billing	2
2. ILD Telecommunications	1
3. USBI	1

## Regulated Complaint Totals for February:



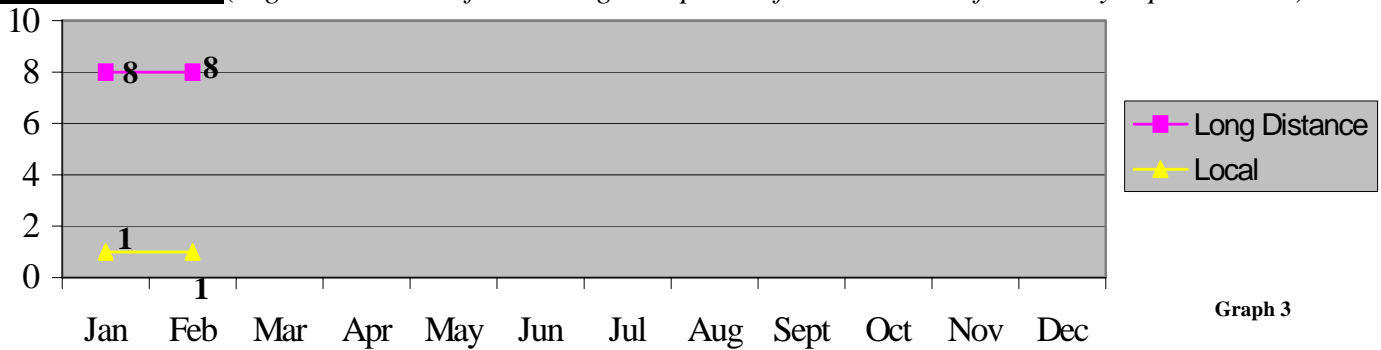
Graph 1

## Regulated Utility Complaints from 2004 -2005:



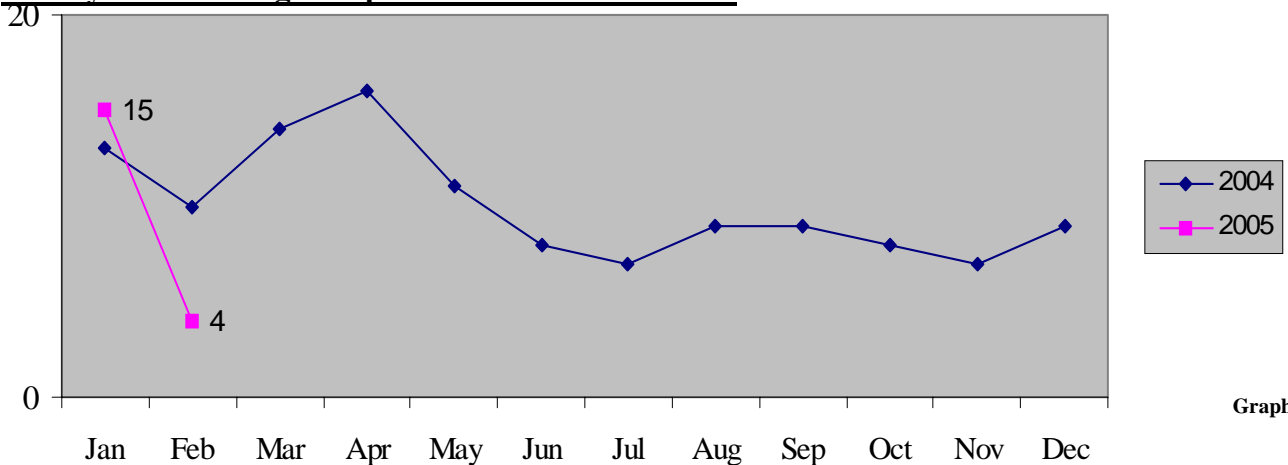
Graph 2

## Slamming Totals: (Highest Number of Slamming Complaints for the Month of February: Sprint LD: 5)



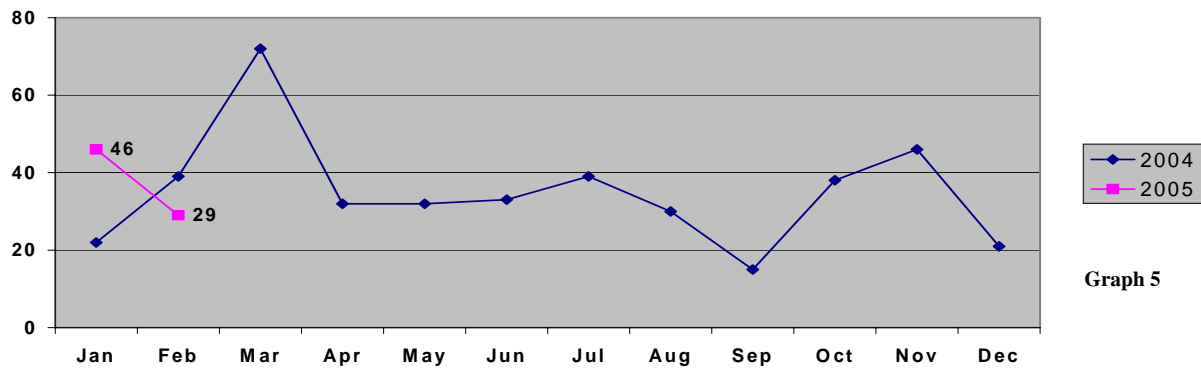
Graph 3

## County Wide Calling Complaints from 2004 and 2005



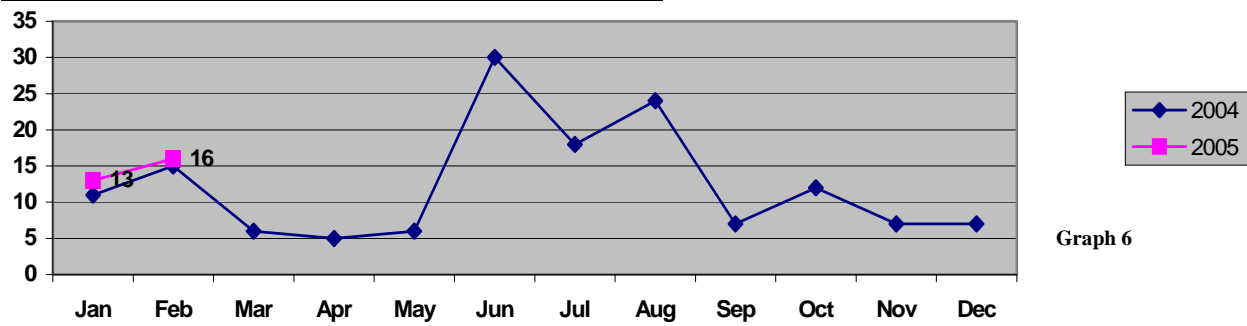
Graph 4

### Telemarketing Complaints: (Superior Water Works:2)



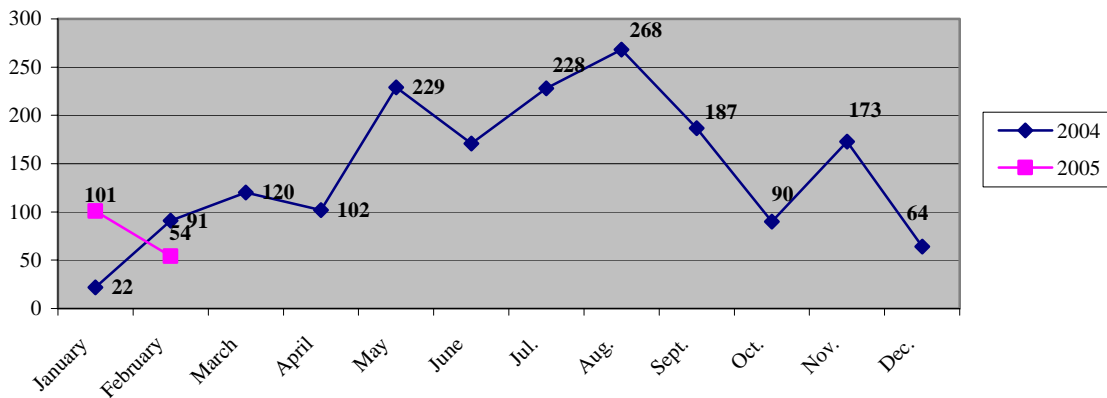
Graph 5

### Telemarketing Solicitor Applications Approved:



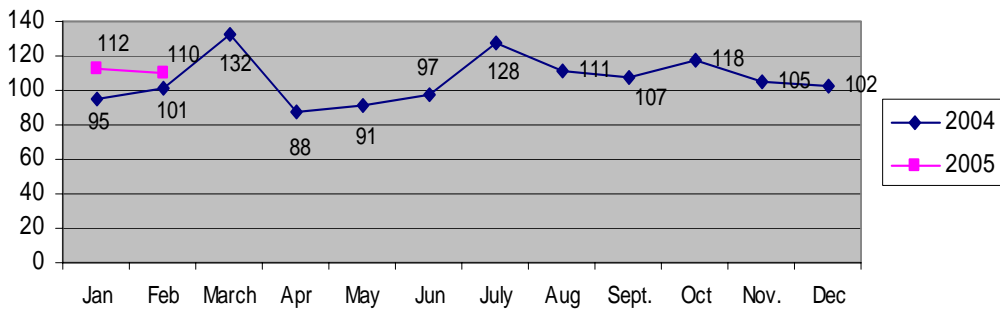
Graph 6

### 2005 Do Not Fax Complaints



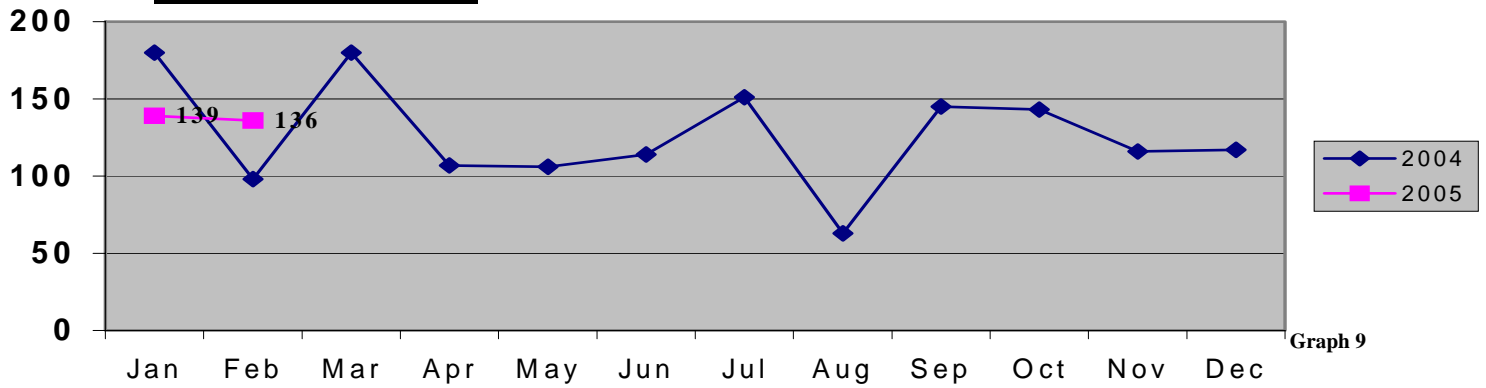
Graph 7

### TDAP Applications Approved



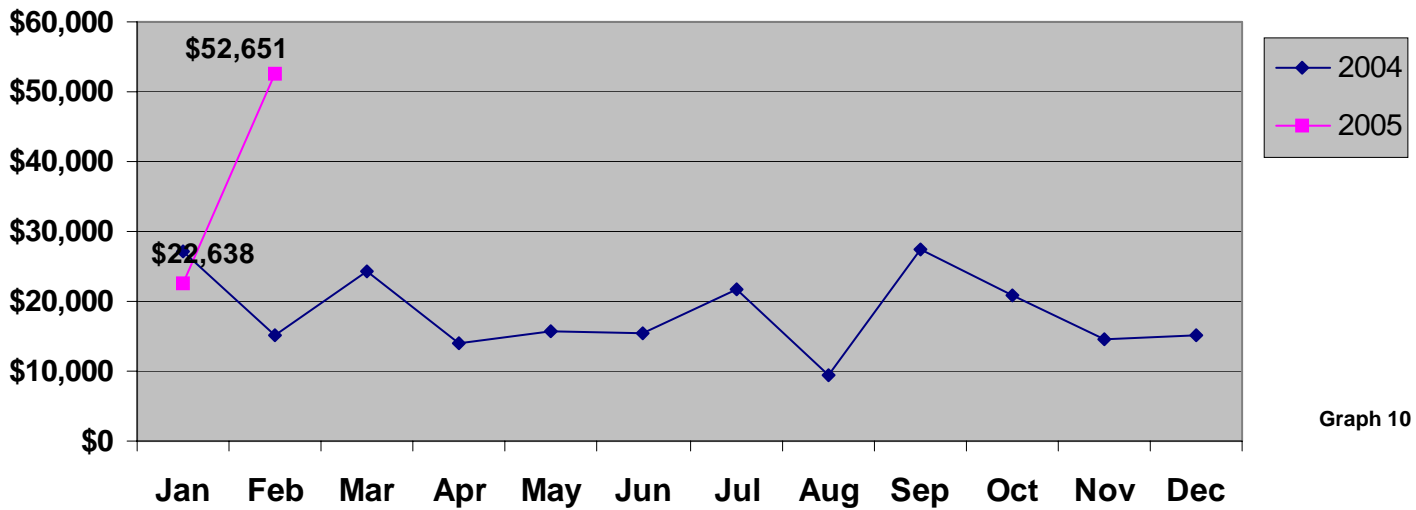
aph 8

### TDAP Devices Ordered



Graph 9

### Total Cost of TDAP Devices Ordered:



Graph 10